



CENTER OF EXCELLENCE
Managed Services



Capabilities Statement

G4S Center of Excellence for Managed Services operates from our Technical Service Center (TSC) in Burlington, Massachusetts. The TSC's advanced technology and superior infrastructure is built for state of the art security monitoring services and offers enterprise proactive security service management solutions that automate the detection and resolution of potential security system performance issues for our clients. Our advanced diagnostics systems improve reliability, reduce risk and enable transformation to a predictive security service model. Acting as an extra set of eyes, the highly trained TSC staff helps to provide peace of mind for our customers while providing first class service 24/7/365. The G4S Secure Integration Center of Excellence for Managed Services focus is providing the most advanced security monitoring services in the industry, customized for each client's needs.

Key Differentiators

- UL Central Station and CSAA 5 Diamond certification
- Ample electrical power back-up to continue operations during a power outage
- Fully redundant and independent internet connectivity
- Sarbanes Oxley compliant warm Disaster Recovery Site
- Staffed 24/7/365 with highly trained and certified security professionals
- Expertise with configuring access control, intrusion, fire, video and analytic based systems
- Predictive security service and maintenance offering, Service 2.0, increases system up-time, virtually eliminates missing video, ensures security compliance, and provides key performance metrics never available before, including video retention and system up-time reports
- The TSC acts as G4S Secure Integration's executive briefing center, used to promote goal alignment and accelerate business success with our clients





Managed Services Portfolio

Monitoring Services



- Burglar Alarm
- Fire Alarm

Managed Programs



- Access Control
- Mass Notification
- V.S.O.C.
- SECaaS
- CASH360
- Service 2.0

Remote Video Services



- Video Verification
- Interactive Event Monitoring
- Virtual Officer Patrol
- Virtual Concierge and Visitor Management
- Unattended Delivery
- Virtual Chaperone

Professional Services



- Video Diagnostics and Retrieval
- Remote Configuration
- System Administration
- Consulting (ISOC)

Cloud Services



- ACaaS
- VSaaS
- Identity Management
- Analytics
- IoT Connect

Vertical Markets



Critical Infrastructure



Energy



Transportation



Healthcare



Commercial

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Securing Your World

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